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1 [Designing a WinHelp project for quick conversion to lowest-common-denominator](#)



[HTML-based help: a case study](#)

Laurie Kantner, Larry Rusinsky

 September 1998 **Proceedings of the 16th annual international conference on Computer documentation**

Publisher: ACM Press

 Full text available: [pdf\(730.75 KB\)](#) Additional Information: [full citation](#), [index terms](#)
Keywords: HTML help, WinHelp, conversion, word macros

2 [Componentization of HTML-based online help](#)



Luc Chamberland

 October 1999 **Proceedings of the 17th annual international conference on Computer documentation**

Publisher: ACM Press

 Full text available: [pdf\(404.76 KB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

This paper examines the case for componentization of HTML-based help webs. Instead of providing a single, monolithic help web for a complex software product, content providers can provide online help that is divided (or componentized) along the same functional lines as the software itself. Traditionally, online help has been chunked according to task orientation, and a component-centered approach appears to challenge task orientation. In the proposed approach, componentization is achieved w ...

3 [P2: Semiotic engineering contributions for designing online help systems](#)



Milene Selbach Silveira, Clarisse Sieckenius de Souza, Simone D. J. Barbosa



 October 2001 **Proceedings of the 19th annual international conference on Computer documentation**

Publisher: ACM Press

 Full text available: [pdf\(302.33 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Our goal is to improve the content of help systems and provide better access to it, by giving users opportunities to signal breakdowns during interaction. To this end, we use a semiotic engineering model that explores both direct and indirect messages sent from designers to users via systems' interfaces. These messages represent how the designers conceived of the application, how they built it, and why. The online help system is an important component, because this is where designers have the be ...

Keywords: communicability, online help systems, semiotic engineering



- 4 Pervasive documentation systems II: Developing documentation systems for pervasive network environments 
 DeAnna Steiner
September 2005 **Proceedings of the 23rd annual international conference on Design of communication: documenting & designing for pervasive information SIGDOC '05**

Publisher: ACM Press

Full text available:  pdf(59.49 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)



This paper provides lessons learned from the experience of creating an information system for a large pervasive solution provided by IBM®. Designing an information system for IBM WebSphere® Everyplace® Access presented unique challenges and required creative solutions.

Keywords: devices, handheld, mobile, pervasive

- 5 The OHCO model of text: merits and concerns 
 Stuart A. Selber
August 1997 **ACM SIGDOC Asterisk Journal of Computer Documentation**, Volume 21 Issue 3

Publisher: ACM Press



Full text available:  pdf(564.71 KB) Additional Information: [full citation](#), [index terms](#)

- 6 MailCall: message presentation and navigation in a nonvisual environment 
 Matthew Marx, Chris Schmandt
April 1996 **Proceedings of the SIGCHI conference on Human factors in computing systems: common ground**

Publisher: ACM Press

Full text available:  pdf(1.22 MB)  html(46.83 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: auditory I/O, interaction design, mobile computing, speech interface design, speech recognition

- 7 Where campus meets the Internet: a universally accessible online documentation system 
 Susan Topol, Mark Smith, Suzanne Schluederberg
February 1996 **Proceedings of the 13th annual international conference on Systems documentation: emerging from chaos: solutions for the growing complexity of our jobs**

Publisher: ACM Press

Full text available:  pdf(809.98 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

- 8 Full papers: The amateur creator 
 Stephen Boyd Davis, Magnus Moar
April 2005 **Proceedings of the 5th conference on Creativity & cognition C&C '05**

Publisher: ACM Press


Full text available:  pdf(699.20 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Important design problems are raised in developing software for amateur users, a group distinguished here from novices. The authors argue that these design problems can be

approached by understanding how systems for amateurs are derived from those for skilled users, through a combination of transformations we describe as foregrounding, backgrounding, automation, integration and constraining. Useful comparisons are offered with popular product designs. A broader, partly historical, context is the ...

Keywords: amateur, automation, backgrounding, constraints, consumer, creative, foregrounding, integration, novice, product design

9 A collaborative methodology for the rapid development and delivery of online courses ☐

 Douglas Talbott, Matthew Gibson, Suzanne Skublics

October 2002 **Proceedings of the 20th annual international conference on Computer documentation**


Publisher: ACM Press

Full text available:  [pdf\(706.17 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This paper describes a collaborative methodology (tools and processes) for cost-effective development and quality delivery of online courseware. These methods are being used in the development and delivery of online courseware for information designers in the areas of technical writing, user interface design, usability testing, graphic design and web-based programming. Using this methodology, each course is touched by various members of a geographically dispersed, multi-disciplinary team of profe ...

Keywords: course delivery, course development, e-learning, mentored learning

10 Productivity tools for web-based information ☐


 Robin Green

September 1998 **Proceedings of the 16th annual international conference on Computer documentation**

Publisher: ACM Press

Full text available:  [pdf\(836.75 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

11 What's going on in indexing? ☐

 Nancy C. Mulvany

May 1997 **ACM SIGDOC Asterisk Journal of Computer Documentation**, Volume 21 Issue 2

Publisher: ACM Press

Full text available:  [pdf\(511.46 KB\)](#) Additional Information: [full citation](#), [index terms](#)

12 Johnny 2: a user test of key continuity management with S/MIME and Outlook ☐

 Express

Simson L. Garfinkel, Robert C. Miller

July 2005 **Proceedings of the 2005 symposium on Usable privacy and security SOUPS '05**

Publisher: ACM Press

Full text available:  [pdf\(665.63 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)





Secure email has struggled with significant obstacles to adoption, among them the low usability of encryption software and the cost and overhead of obtaining public key certificates. Key continuity management (KCM) has been proposed as a way to lower these barriers to adoption, by making key generation, key management, and message signing essentially automatic. We present the first user study of KCM-secured email, conducted on naïve users who had no previous experience with secure email. Our ...

Keywords: Usability, e-commerce, user interaction design, user studies

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